This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

1.   (Canceled)

2.   (Currently Amended) The method of ~~claim 1~~ claim 21, wherein determining the performance data comprises determining a network transmission time to download the object from the server.

3.   (Original) The method of claim 2, wherein the diagnostic computer stores the performance data as a record in a database.

4.   (Canceled)

5.   (Currently Amended) The method of claim 3, wherein the diagnostic program displays the performance from the <u>customer</u> computer being diagnosed and average performance data determined from the database at the server to provide information to diagnose the <u>customer</u> computer.

6.   (Canceled)

7.   (Currently Amended) The method of ~~claim 1~~ claim 21, wherein providing the program comprises transmitting the program over the network to diagnose the <u>customer</u> computer.

8.   (Currently Amended) The method of ~~claim 1~~ claim 21, wherein the program causes the <u>customer</u> computer to further perform;
        detecting a presence of a condition occurring as a result of downloading the at least one object from the server;

building an electronic message addressed to the diagnostic computer including information on the detected condition; and

transmitting the electronic message to the diagnostic computer over the network.

9.   (Currently Amended) The method of ~~claim 1~~ claim 21, wherein the performance data includes trace route data indicating the route packets comprising the object travel through the network when transmitted from the server to the customer computer.

10. · (Currently Amended) The method of ~~claim 1~~ claim 21, wherein the diagnostic program comprises an applet that executes within an Internet web browser program executing on the customer computer.

11.   (Canceled)

12.   (Currently Amended) The system of ~~claim 11~~ claim 22, wherein determining the performance data comprises determining a network transmission time to download the object from the server.

13.   (Original) The system of claim 12, further comprising means for storing the performance data as a record in a database.

14.   (Currently Amended) The system of claim 13, wherein the program displays the performance data at the ~~end-user~~ customer computer being diagnosed and average performance data determined from the database to provide information to diagnose the ~~end-user~~ customer computer.

15.   (Currently Amended) The system of claim 13, further comprising means for displaying the performance from the ~~end-user~~ customer computer being diagnosed and average performance data determined from the database to provide information to diagnose the ~~end-user~~ customer computer.

16. (Canceled)

17. (Currently Amended) The system of ~~claim 11~~ claim 22, wherein providing the program is transmitted ~~program comprises transmitting the program~~ over the network to diagnose the ~~end-user~~ customer computer.

18. (Currently Amended) The system of ~~claim 11~~ claim 22, wherein the program causes the ~~end-user~~ customer computer to further perform~~[[;]]~~[[:]]

~~means for~~ detecting a presence of a condition occurring as a result of downloading the at least one object from the server;

~~means for~~ building an electronic message addressed to the diagnostic computer including information on the detected condition;

~~means for~~ transmitting the electronic message to the diagnostic computer over the network.

19. (Currently Amended) The system of ~~claim 11~~ claim 22, wherein the performance data includes trace route data indicating the route packets comprising the object travel through the network when transmitted from the server to the ~~end-user~~ customer computer.

20. (Currently Amended) The system of ~~claim 11~~ claim 22, wherein the diagnostic program comprises an applet that executes within an Internet web browser program executing on the ~~end-user~~ customer computer.

21. (New) A method for diagnosing a customer computer over a network, comprising:

initiating a customer service session to provide technical support of the customer computer;

transmitting a program to execute on the customer computer, wherein the program causes the customer computer to perform:

(i) downloading at least one object from a server to the customer computer over the network;

Page 4 of 8

(ii) determining performance data comprising a network transmission time to download the object from the server to the customer computer over the network to diagnose performance problems with the customer computer;

(iii) displaying the determined performance data at the customer computer being diagnosed and average performance data to provide information to diagnose the customer computer;

(iv) transmitting the determined performance data to the diagnostic system over the network; and

using the performance data transmitted to the diagnostic system to provide technical support for the customer computer.

22. (New) A computer system for diagnosing a customer computer over a network, wherein a server is coupled to the network, comprising:

means for initiating a customer service session to provide technical support of the customer computer;

means for transmitting a program to execute on the customer computer, wherein the program causes the customer computer to perform:

(i) downloading at least one object from the server to the customer computer over the network;

(ii) determining performance data comprising a network transmission time to download the object from the server to the customer computer over the network to diagnose performance problems with the customer computer;

(iii) transmitting the determined performance data over the network; and

(iv) displaying the determined performance data at the customer computer being diagnosed and average performance data to provide information to diagnose the customer computer;

means for receiving the performance data transmitted from the customer computer; and

means for using the performance data transmitted to the diagnostic system to provide technical support for the customer computer.

23.   (New) An article of manufacture for use in diagnosing a customer computer over a network, wherein a server is coupled to the network, and wherein the article of manufacture comprises computer usable media including at least one computer program embedded therein that causes a diagnostic system to perform:

initiating a customer service session to provide technical support of the customer computer;

transmitting a diagnostic program to execute on the computer, wherein the program causes the customer computer to perform:

(i) downloading at least one object from the server to the customer computer over the network;

(ii) determining performance data comprising a network transmission time to download the object from the server to the customer computer over the network to diagnose performance problems with the customer computer;

(iii) transmitting the determined performance data to the diagnostic system over the network; and

(iv) displaying the determined performance data at the customer computer being diagnosed and average performance data to provide information to diagnose the customer computer; and

using the performance data transmitted to the diagnostic system to provide technical support for the customer computer.

24.   (New) The article of manufacture of claim 23, wherein determining the performance data comprises determining a network transmission time to download the object from the server.

25.   (New) The article of manufacture of claim 24, wherein the diagnostic computer stores the performance data as a record in a database.

26.   (New) The article of manufacture of claim 25, wherein the diagnostic program displays the performance from the customer computer being diagnosed and average performance

data determined from the database at the server to provide information to diagnose the customer computer.

27.   (New) The article of manufacture of claim 23, wherein providing the program comprises transmitting the program over the network to diagnose the customer computer.

28.   (New) The article of manufacture of claim 23, wherein the program causes the customer computer to further perform;

detecting a presence of a condition occurring as a result of downloading the at least one object from the server;

building an electronic message addressed to the diagnostic computer including information on the detected condition; and

transmitting the electronic message to the diagnostic computer over the network.

29.   (New) The article of manufacture of claim 23, wherein the performance data includes trace route data indicating the route packets comprising the object travel through the network when transmitted from the server to the computer.

30.   (New) The article of manufacture of claim 23, wherein the diagnostic program comprises an applet that executes within an Internet web browser program executing on the customer computer.